

**Workforce Diversity and Cultural Competency:  
Publications and Resources  
November 30, 2009**

**1) Recent Publications**

Hicks LS, et al. **Experiences with Hospital Care: Perspectives of Black and Hispanic Patients**. Journal of General Internal Medicine, August 2008, 23(8):1234-1240.

Robert Wood Johnson Foundation. **Caring Across Communities Briefing Kit**, 2009. Available at: <http://www.rwjf.org/files/research/cacbriefing2009.pdf> -- Briefing highlights a national program aimed at developing and improving school-connected mental health services for low-income, immigrant and refugee children and families.

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**2) News Clips**

**Healthcare Equality Index Survey**

<http://www.hrc.org/issues/hej.asp>

The Human Rights Campaign and the Gay and Lesbian Medical Association are seeking participants for the annual Healthcare Equality Index survey. The online survey focuses on health care facility policies related to lesbian, gay, bisexual and transgender patients. Topics include nondiscrimination policies, cultural competency training, and recognition of families that are headed by same-sex couples. The survey deadline is December 31, 2009. To obtain your facility's unique username and password for the survey, contact Tom Sullivan at (202) 216-1594 or [HEI@hrc.org](mailto:HEI@hrc.org). To learn more about this project go to <http://www.hrc.org/hej>.

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**3) Technical Assistance Resources**

**Health Literacy Resources:**

**- AHRQ Health Care Innovations Exchange**

Agency for Healthcare Research and Quality, U.S. DHHS

Available at:

[http://www.innovations.ahrq.gov/?utm\\_source=issueannnc&utm\\_medium=email&utm\\_campaign=20091111](http://www.innovations.ahrq.gov/?utm_source=issueannnc&utm_medium=email&utm_campaign=20091111)

The Exchange currently features innovative initiatives to improve health literacy in community-based settings. The QualityTools feature on the exchange webpage offer practical resources for health professionals to address health literacy (<http://www.innovations.ahrq.gov/qualitytools/>). The Innovations Exchange contains more than 350 searchable innovations and 1,400 searchable Quality Tools.

**- Guides:**

**Consumer Assessment of Healthcare Providers and Systems (CAHPS)**

Agency for Healthcare Research and Quality, U.S. DHHS

- **CAHPS Clinician and Group Survey**, available at:  
[https://www.cahps.ahrq.gov/cahpskit/files/351a-4\\_AdultPrim\\_Eng\\_4pt\\_V1.pdf](https://www.cahps.ahrq.gov/cahpskit/files/351a-4_AdultPrim_Eng_4pt_V1.pdf)
- **About the CAHPS Item Set for Addressing Health Literacy**, available at:  
[https://www.cahps.ahrq.gov/cahpskit/files/1311\\_About\\_Health\\_Lit.pdf](https://www.cahps.ahrq.gov/cahpskit/files/1311_About_Health_Lit.pdf)

**- Podcast:**

AHRQ Director Carolyn Clancy speaks about health literacy and how it relates to quality, safety and patient care; the CAHPS assessment; and the vision for health literacy as part of every practice. Available at: <http://www.healthliteracyoutloud.com/2009/11/09/hlol-27-cahps-health-literacy-item-set-an-interview-with-dr-carolyn-clancy/>

**Video: "Improving Patient-Provider Communication"**

Joint Commission and U.S. DHHS Office for Civil Rights

Available at:

[http://www.jointcommission.org/PatientSafety/HLC/video\\_improving\\_pt\\_provider\\_comm.htm](http://www.jointcommission.org/PatientSafety/HLC/video_improving_pt_provider_comm.htm)

"The video clarifies that HHS and the Joint Commission do not endorse one specific approach to ensuring language access, but recommend using resources and modes of interpretation that are accessible, in working order, and are put into use when necessary to serve the needs of patients and their families." The Joint Commission provides a listing of resources related to effective patient-provider communication:

<http://www.jointcommission.org/NR/rdonlyres/3BEC48A2-5CAA-459F-9BD4-EFC8AC8F6F23/0/EffectiveCommunicationResourcesforHCOsrevised.pdf> . Additional

resources can be found on the web page of the U.S. DHHS Office for Civil Rights

Effective Communication in Hospitals Initiative:

<http://www.hhs.gov/ocr/civilrights/resources/specialtopics/hospitalcommunication/index.html>

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#### **4) Conferences, Webinars, and Online Training Opportunities**

**Webinar: The CUE Equity Model – A System Wide Process of Tracking Race-Based Inequities and Increasing Institutional Accountability in Post-Secondary Education**

December 8, 2009 (1:30pm ET)

Registration:

<https://publichealthinstitute.webex.com/publichealthinstitute/onstage/g.php?t=a&d=960251158>

Webinar presents an approach to increasing diversity in higher education by going beyond student-body diversity to achieving equity in educational outcomes.

### **Webinar: Culture and Trauma Speaker Series**

Ongoing Series thru May 2010

Hosted by the National Child Traumatic Stress Network

Free Continuing Education Credits are available

Registration: <http://learn.nctsn.org/course/category.php?id=3>

The series of presentations address a variety of issues at the intersection of culture and trauma in children and adolescents. Presentations address clinical, organizational, and staff training issues and describe unique challenges faced by specific populations at high risk for trauma.

### **Conference: National Conference on Quality Health Care for Culturally Diverse Populations**

SAVE the DATE: October 18-21, 2010

Baltimore, MD

Hosted by DiversityRx

For more information and tentative agenda: <http://www.diversityrxconference.org/>

Topics that will be addressed include:

- The implications of health care reform for diverse populations;
- How to implement new standards on culturally and linguistically appropriate services from The Joint Commission and the National Committee for Quality Assurance;
- How health care organizations can respond to health IT and demographic data collection recommendations from the Institute of Medicine and federal health agencies.

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## **5) Funding Opportunities**

### **Student and Health Professional Funding Opportunities:**

#### **Aetna/Disparities Solutions Center (DSC) Healthcare Disparities Fellowship Application Deadline: March 12, 2010**

The fellowship program is open to mid-career health care professionals with master's or doctorate level education credentials. The program was created to develop new leaders in health care equipped with the tools and skills necessary to work towards the elimination of racial/ethnic disparities. The fellowship is a hands-on working experience, focused on action-oriented research and strategies for addressing disparities, including racial/ethnic data collection, performance measurement and reporting, disparities

interventions, evaluation, and cultural competence. **For more information:**  
<http://www2.massgeneral.org/disparitiessolutions/aetna.html>

### **Institutional Funding Opportunities:**

#### **Administration on Aging (AoA), U.S. Department of Health and Human Services – Technical Assistance Resource Center: Promoting Appropriate Long-Term Care Supports for LGBT Elders**

**Letter of Intent Deadline: December 4, 2009**

**Application Deadline: January 6, 2010**

To begin to address the unique challenges faced by older LGBT adults, AoA intends to fund a national resource center designed to provide national, state and local organizations with the information and technical assistance they need to effectively serve older gay, lesbian, bisexual and transgender individuals. **For more information:**  
[http://www.aoa.gov/AoARoot/Grants/Funding/docs/2010/FINAL LGBT Elders TA Resource Ctr.pdf?s\\_cid=ncbddd\\_govd\\_008](http://www.aoa.gov/AoARoot/Grants/Funding/docs/2010/FINAL_LGBT_Elders_TA_Resource_Ctr.pdf?s_cid=ncbddd_govd_008)

#### **National Institutes of Health, U.S. Department of Health and Human Services – Seeding National Mentoring Networks to Enhance Diversity of the Mental Health Research Workforce**

**Application Deadline: September 29, 2010**

The National Institute of Mental Health is requesting applications from institutions/organizations that propose to conceptualize, plan and pilot an innovative prototype of a national infrastructure to mentor individuals from diverse backgrounds who are conducting research relevant to the mission of the NIMH. It is expected that these networks will enhance the professional development of the participating individuals, sustain their career trajectory through research independence, and lead to scientific advances that will help transform the understanding and treatment of mental illness and HIV/AIDS. There will be 10-12 funding awards. **For more information:**  
<http://www07.grants.gov/search/search.do?&mode=VIEW&flag2006=false&oppId=50217>